Back to School: Back to IT Basics

As faculty, staff, and students prepare for another busy fall semester, the TTU IT Division provides the following checklist and recommendations for general safe computing practices:

Things To Do:
- Review TTU IT Security Policies (http://www.depts ttu edu/infotech/security) and visit Safe Computing Practices website (http://www safecomputing ttu edu);
- Install Symantec AntiVirus on your computer (free download at http://eradier ttu edu);
- Turn on automatic Windows update feature (http://update m icrosoft com);
- Turn on the spam filter feature in Outlook (http://www.depts ttu edu/ithelpcentral/solutions/email/outlook2010/junk_email.php);
- Lock your computer system when you leave your office/study area/residence hall room with one of the following options:
  - PC: Hold down the Control, Alt, and Delete keys, then click “Lock Computer” or press the Windows key and L;
  - Mac: Open Keychain Access, open Preferences for Keychain, check “Show Status in Menu Bar”, close Preferences, and then quit Keychain. You may then easily lock your Mac by clicking the lock icon on your menu bar in the top-right corner of your screen, and then choosing “Lock Screen”.
- Perform appropriate remedial action in accordance with the Information Security Officer’s instructions and TTU IT guidelines.

Things To Remember:
- Never share your eRaider password with ANYONE;
- Do not give out personal information (SSN, driver’s license number, credit card numbers, birth date, etc.) on websites or in response to any email solicitation unless you have verified the authenticity of the business;
- Only open email attachments you are expecting, and be on the lookout for suspicious emails;
- Avoid forwarding chain letters;
- Do not click on links in an unsolicited email;
- Carefully scrutinize any information you post on social networking sites;
- Assume you have no privacy on the Internet; and
- Be vigilant and do not leave your laptop or handheld device unattended in a public area.

If you need additional assistance, please contact IT Help Central at (806)742-Help (4357), via e-mail at ithelpcentral@ttu.edu or online at www.ithelpcentral.ttu.edu or visit http://sa fecomputing.ttu.edu.

Message from the CIO

The campus is once again consumed with the hustle and bustle of a new fall semester and the TTU IT Division welcomes all new (and returning) faculty, staff, and students. As we prepare for another busy semester, we offer a Back to IT Basics article to reinforce safe computing practices.

In addition, we provide information on Purchasing Apple Equipment and Buying the Right Dell Computer, as TTU no longer has a computer store housed on campus. We encourage you to attend our IT Fall Events, and have provided details for each event, so you can mark your calendar. Have fun Testing your IT IQ; we encourage you to visit our safe computing practices website, http://www.safecomputing.ttu.edu for additional information to help you protect TTU data and resources. We appreciate the partnerships and collaborations that we have with the campus community and look forward to another successful semester. Go Tech!

-Sam Segran
Associate Vice President for IT and Chief Information Officer

How to Report an IT Security Incident

Texas Tech University has procedures in place for reporting computer security incidents as outlined in the Incident Management Security Policy, that can be reviewed online at http://www.infotech.ttu.edu/security/docs/incident_management.php.

There are a wide variety of data security incidents that must be reported that include, but are not limited to: virus, worm, and Trojan Horse infections; unauthorized use of computer accounts and systems; complaints of improper use of information resources; data theft and fraud; and computer system compromises. Should you become aware of a data security issue, immediately report the incident as outlined below:

- For virus & worm infections, compromised systems, or improper use complaints contact the IT Security Team at security@ttu.edu or (806)742-0840.
- To report an incident that may be a criminal act (data theft, fraud, etc.), the exposure of confidential information, or a threat to personal or homeland security, directly contact the Information Security Officer at (806)742-8000 or security@ttu.edu, or TTU Chief Information Officer, Sam Segran, at (806)742-5151.
- Perform appropriate remedial action in accordance with the Information Security Officer’s instructions and TTU IT guidelines.

Serious incidents will require some investigation to assess the severity and whether further forensics are required. Please contact the security staff above before altering the computing system or attempting to “fix the problem.” Typically virus and worm infections can be cleaned up without further investigation and IT Help Central, (806)742-HELP (4357) or ithelpcentral@ttu.edu, can provide assistance.

TEST YOUR IT IQ

True or False: You should always reply to an email from your bank requesting your username and password.

Answer - False: No credible institutions will ever request your financial information via an email.
Purchasing Apple Equipment

Students, faculty, and staff can now take advantage of discounted prices for personal purchases of Apple products. The TTU IT Division has collaborated with Apple, TTU Procurement Services, and Contracting to extend product discounts to TTU faculty, staff, and students. Note that admitted students can also take advantage of the TTU Apple Personal Purchase program. To shop for Apple products, visit the IT Division “Buying the Right Computer” page at http://www.depts.ttu.edu/ithelpcentral/recommend.php and click “Apple Personal Purchases.” TTU has established our own webpage in the Apple online store.

Departmental purchases of Apple products will continue to be provided through the Apple punch-out on the TechBuy page at http://techbuy.ttu.edu. If you have any questions about buying Apple equipment, visit the “Buying the Right Computer” page or contact IT Help Central at (806)742-HELP (4357) or ithelpcentral@ttu.edu.

Buying the Right Dell Computer

The TTU IT Division, in partnership with Dell Inc., TTU Procurement Services, and other TTU areas, has designed computer bundles for TTU faculty, staff, and students to purchase at reduced prices. Working with campus IT professionals, we have created product bundles for desktops, laptops, and other equipment, based on the anticipated computing needs of the general TTU community. Each of these bundles is highly customizable as well, allowing you to create a system to meet your own unique computing needs. In addition, some colleges have developed their own product bundles to meet the specific needs of their areas.

You can view all Texas Tech University recommended bundles online at http://www.depts.ttu.edu/ithelpcentral/recommend.php. As with Apple products, Dell products can be purchased online through TechBuy. For any questions or additional information, please contact IT Help Central at (806) 742-HELP (4357) or ithelpcentral@ttu.edu.